

Member  
Rhody Health Partners Expansion  
TRUST Plan



The persona was validated against internal member data, but is a fictional person.



Medicaid Marisol

Description

Marisol is a 22-year-old English-speaking Latina who just moved to Woonsocket from the Broad Street neighborhood in Providence. She is temporarily living with her older sister and two of her sister’s coworkers. Marisol is looking for work in local restaurants which is difficult without a car. Last year she earned approximately \$19,000 in income. Because she has moved frequently, she has been in and out of Medicaid coverage. She didn’t receive or understand notices and forms to verify her eligibility. When covered, she doesn’t contact Neighborhood often. Marisol is in generally good health. She doesn’t have a primary care physician and tends to use the emergency department and urgent care locations when something arises. She is trying to lose weight. Marisol is close to her family although they urge her to come home until she gains her footing.

Needs:

- Marisol needs help staying enrolled in Medicaid.
- She needs to connect with care management services for help understanding her benefits
- Assistance in finding and setting up an appointment with a primary care physician.
- She needs reliable transportation.
- She needs employment assistance.

Barriers:

- Marisol has low personal health literacy.
- Low awareness of what services are available.
- Low income and housing instability are barriers to healthy behaviors and maintaining coverage.
- Misinformation via word of mouth prevents Marisol from understanding her health coverage benefits.

Our Goals for Marisol:

- Update her information for Medicaid enrollment.
- Contact Neighborhood Member Services.
- Make an appointment with a PCP and get an annual checkup.
- Get dental care.



# Member

## Rhody Health Partners Expansion TRUST Plan



“It gave me encouragement to know that everything in my insurance was fine. Thank you.”

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## Medicaid Marisol



The Medicaid Journey Map Phases highlight the resources and Neighborhood team members that Medicaid members may encounter during their healthcare journey. For Medicaid Marisol’s needs, she will likely engage with the people and services highlighted.

DISCOVERY/ BUILDING AWARENESS	ENROLLMENT/ ONBOARDING	CARE MANAGEMENT	SERVICES	RENEWAL/ DISENROLLMENT
<div>NEIGHBORHOOD</div> <div><div></div>Community Outreach Team</div> <div><div></div>Inside Sales Call Center</div> <div><div></div>Marketing Messages, i.e. social media, advertising, public relations</div> <div><div></div>Neighborhood Website</div>	<div>NEIGHBORHOOD</div> <div><div></div>Member Services Call Center</div> <div><div></div>Community Outreach Team</div> <div><div></div>Inside Sales Call Center</div> <div><div></div>Neighborhood Website</div>	<div>NEIGHBORHOOD</div> <div><div></div>Member Services Call Center</div> <div><div></div>Neighborhood Website/Provider Directory</div> <div><div></div>Care Management</div> <div><div></div>Pharmacy</div> <div><div></div>Behavioral Health</div>	<div>NEIGHBORHOOD</div> <div><div></div>Utilization Management Letter</div> <div><div></div>Community Care Coordinator</div> <div><div></div>Member Services Call Center</div> <div><div></div>Inside Sales Call Center</div>	<div>NEIGHBORHOOD</div> <div><div></div>Member Services Call Center</div> <div><div></div>Marketing Messages</div> <div><div></div>Inside Sales Call Center</div> <div><div></div>Community Outreach Team</div> <div><div></div>Neighborhood Website</div>
<div>OTHER RESOURCES</div> <div><div></div>Interpreter Services</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDoH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div>	<div>OTHER RESOURCES</div> <div><div></div>Interpreter Services</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDoH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div> <div><div></div>Primary Care Provider/ CHC Care Team</div>	<div>OTHER RESOURCES</div> <div><div></div>Pharmacy/ CVS</div> <div><div></div>Behavioral Health/ Optum</div> <div><div></div>Primary Care Provider/ CHC Care Team</div> <div><div></div>Specialists</div> <div><div></div>Hospital/ Urgent Care/ DME</div> <div><div></div>Interpreter Services</div>	<div>OTHER RESOURCES</div> <div><div></div>Food Pantries</div> <div><div></div>Housing Specialists</div> <div><div></div>Interpreter Services</div> <div><div></div>Transportation Services</div> <div><div></div>RIDHS SDoH Benefits</div>	<div>OTHER RESOURCES</div> <div><div></div>Interpreter Services</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDoH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div> <div><div></div>Primary Care Provider/ CHC Care Team</div>

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